

**ABSTRACT OF THE DISCLOSURE****HOLD QUEUE WAIT ESTIMATIONS**

5           A method, system, and program for estimating hold queue wait  
times are provided. Call times are individually estimated for  
multiple calls within a call center. In particular, call times  
may be estimated according to representative profiles, caller  
profiles, and current caller activity of the multiple calls  
10 within the call center. The identity of each caller may be  
authenticated and a caller profile accessed from a central server  
according to authenticated caller identities. The central server  
may be accessible to multiple call centers, where each call  
centers accesses and updates caller profiles according to a  
15 single caller identifier for each caller. In addition, call  
times estimates and factors utilized to calculate call time  
estimates may be output to a caller, preferably according to an  
output interface specified by the caller in the caller profile.